



Robin K. Matsunaga
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In reply, please refer to:
#24-01155(MM)

**VIA EMAIL
ORIGINAL WILL NOT FOLLOW**

March 1, 2024

Ms. Tina Lia
tinalia@live.com

Dear Ms. Lia:

Re: Your Complaint Against the Department of Land and Natural Resources

On September 13, 2023, you emailed our office about your complaint that the Board of Land and Natural Resources (BLNR), Department of Land and Natural Resources (DLNR), provided the incorrect telephone number of 808-296-1197 to provide testimony by telephone at its meeting on March 10, 2023. On September 21, 2023, we discussed your complaint and informed you that we would investigate. We have completed our investigation and are writing to provide you our findings.

During our investigation, we reviewed the information you and the DLNR provided. We also spoke with DLNR staff about your complaint. Based on our investigation, we found that the BLNR did not provide you the correct telephone number to provide testimony by telephone at its meeting on March 10, 2023. Therefore, we substantiated this complaint and recommended to the DLNR that it take corrective action to prevent the error from being repeated. The DLNR accepted our recommendation.

Please be informed that Section 96-9(b), Hawaii Revised Statutes, requires that we maintain confidentiality and therefore, we decline to disclose any additional information about our investigation. As it appears we cannot be of any further assistance to you with this complaint, we will be closing this case in our files.

Sincerely yours,

MARCIE K. McWAYNE
Analyst

Approved by

ROBIN K. MATSUNAGA
Ombudsman

MKM:jc